



WANdisco Customer Support Reference Guide

Greg McMullin | Snr. Director of Customer Success | WANdisco
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WANdisco Customer Software Support Reference Guide

This document, and WANdisco's provision of support services, is subject to and governed by any written agreement between customer and WANdisco.

Target Response SLA Matrix

Priority	Platinum Support	Gold Support	Silver Support
P1: Critical	1 Hour (24x7)	2 Hour (24x5)	4 Hour (24x5)
P2: High	4 Hours (24x7)	16 Hour (24x5)	24 Hour (24x5)
P3: Medium	8 Business Hours Standard Support Hours (M-F)	4 Business Days Standard Support Days (M-F)	7 Business Days Standard Support Days (M-F)
P4: Low	3 Business Days Standard Support Days (M-F)	7 Business Days Standard Support Days (M-F)	10 Business Days Standard Support Days (M-F)

Business Hours

WANdisco Technical Support's Standard Business hours are defined as:

Monday-Friday 9:00 AM to 5:00 PM GMT

Supported Languages

WANdisco offers Tier 1 Technical Support in the Following languages during local business hours (9am - 5pm).

Asia Pacific (CST)	English, Chinese
Rest of the World (GMT)	English

After local business hours, all Tier 1 support is in English only. All Tier 2 and Tier 3 support is offered in English only.

Support Requirements

WANdisco's Service level targets are based on maintaining a current version of software, current version defined as within two (2) major releases, or within 12 months of minor releases.

Support Overview

This guide to WANdisco's Customer Support explains our support services, emergency contact information and best practices for contacting WANdisco support to make sure we can respond & resolve your cases quickly. The WANdisco website (www.wandisco.com) and the WANdisco Community Support Portal (community.wandisco.com) provide a large amount of information. Please also refer to the following provided resources before you raise a case with WANdisco Support.

Community	Exchange information with other WANdisco customers and the teams behind the product. Maintained and moderated by the WANdisco Customer Success team. Learn about new products and features and news about WANdisco.
Support Portal	Please Log into the the WANdisco Community Support Portal (https://community.wandisco.com) to: <ul style="list-style-type: none">• Raise a support case• Update a support case• Attach files to an existing case.
Customer Portal	Please use the customer portal (https://customer.wandisco.com) to: <ul style="list-style-type: none">• Download Product Updates and Patches when directed• Upload large files that cannot be directly attached to a case (SFTP)• You will need a valid WANdisco licence key to access the customer portal.
Knowledgebase	Browse Knowledgebase articles and search for already known solutions to common questions: <ul style="list-style-type: none">• https://community.wandisco.com/s/knowledge-base
Documentation	Review the WANdisco Product Documentation at: <ul style="list-style-type: none">• https://www.wandisco.com/support/product-guides

Support Levels

WANdisco offers three support levels, Platinum, Gold & Silver. All customers with a maintenance agreement in effect, regardless of purchased level of support, are entitled to contact support via WANdisco's Community Portal or by phone 24x7x365 to open a Support case.

Support benefits

The following are the benefits associated with WANdisco's standard and comprehensive Support offerings.

Support Benefit	Description	Platinum Coverage	Gold Coverage	Silver Coverage
Global Technical Support	<p>24x7 Remote Technical Support; issues reported via Telephone or Web Portal</p> <p>Troubleshooting by remote resources performed with Screen Sharing, SFTP, or similar tools</p>	<p>Included</p> <p>Response times are based on priority level after initial customer contact</p>	<p>Included</p> <p>Response times are based on priority level after initial customer contact</p>	<p>Limited 24x5 Remote Technical Support, provided M-F, 8-5 GMT</p> <p>Response times are based on priority level after initial customer contact</p>
24x7 Online Support Tools	Online support solution that includes self-service articles and user communities	Included	Included	Included
Access to New Versions of Software	Access to all new versions of licensed software	Included	Included	Included
Installation & Upgrade of Software Releases	Proactive assistance to plan and upgrade to the newest version of software	<p>Additional Services can be purchased for assistance to upgrade software.</p> <p>Customer will upgrade software based on published documentation.</p>	<p>Additional Services can be purchased for assistance to upgrade software.</p> <p>Customer will upgrade software based on published documentation.</p>	<p>Additional Services can be purchased for assistance to upgrade software.</p> <p>Customer will upgrade software based on published documentation.</p>
Ongoing Enablement	Access to ongoing recorded and Live product enablement sessions	Included	Included	Not Included
Customer Success Management	Conduit for ongoing product questions, enablement, feedback, and enhancements	Limited; shared resource pool of Customer Success Managers	Not Included	Not Included

Case Priority Level Definitions

Priority	Issue Definition	Target Platinum Response SLA	Target Gold Response SLA	Target Silver Response SLA
P1: Critical	Severe operational and business impact. A product problem that causes a complete loss of service; work cannot continue at all and operation is mission critical to the customer business. No acceptable workaround exists to the problem.	1 Hour (24x7)	2 Hour (24x5)	4 Hour (24x5)
P2: High	Significant operational and business impact. A product problem that causes a significant loss of service and no acceptable workaround is available. However, operation can continue in a restricted fashion or be alternately routed; but the problem adversely impacts customer business.	4 Hours (24x7)	16 Hour (24x5)	24 Hour (24x5)
P3: Medium	Some operational and business impact. A product problem that causes some or no loss in service. The impact is an inconvenience, which does not impede operation or customer business	8 Business Hours Standard Support Hours (M-F)	4 Business Days Standard Support Days (M-F)	7 Business Days Standard Support Days (M-F)
P4: Low	Requests/No Business Impact – General use, for example questions or future enhancement requests	3 Business Days Standard Support Days (M-F)	7 Business Days Standard Support Days (M-F)	10 Business Days Standard Support Days (M-F)

Priority Level Guidelines

The defined Priority levels (P1-4) provide an indication of the priority and urgency of a customer raised case. These priorities help WANdisco provide a fast and correct response.

Raising cases with an incorrect or falsely elevated priority prevents WANdisco from handling inbound cases effectively, and can adversely affect the response time we can deliver. When you raise a case, the WANdisco Technical Support Agent will confirm with you and agree upon an appropriate priority level. You always have the option to increase (or decrease) the priority level of a case when the situation changes.

WANdisco's first response timings are intended to provide a target for first response to a case or query. WANdisco will work a priority 1 issue around the clock if you have a technical resource available to work with us until:

- A resolution or workaround is in place and business impact has been mitigated.
- The priority is mutually downgraded.

With Priority 1 & 2 cases you can also expect frequent case updates until the above conditions are met.

Contacting WANdisco Support

You will need to provide contact details for administrators at your organisation who are responsible for opening and managing cases with WANdisco. These contacts must have the appropriate technical skills and enough system-level access to work with WANdisco's Technical Support Engineers. These support contacts will be WANdisco Support's first point of contact within your organisation, and will be notified of all cases raised. When requesting a Support account please be prepared to provide the following information:

- Your contact name, email address, primary phone number and working Time Zone.

Please be aware that by default all users in your organisation are not able to see cases raised by any other users in your organisation. If this is an undesired configuration please let us know and we can open up full visibility of all cases to specific users.

Logging a case

When creating a case on WANdisco's Community support portal it is vital that you provide as much information as possible. All information you provide regarding the problems you are experiencing will have an impact on how quickly the problem is diagnosed and resolved. At a minimum you should provide the following information:

- Complete issue description & symptoms observed.
- If you are reporting an unexpected error message provide the full input, full response and full error.
- The impact of the problem on your replicated ecosystems and knock on business operations, these will define the issue priority.
- Exact text of any error messages and diagnostic details. An example of the details we check for can be found in this [Knowledge Base article](#).
- Any steps to reproduce the problem, any known workarounds or mitigations already discovered.
- Contact number where you can be reached, if not the same as the number we hold on file.
- Best time to reach you, and contact method (i.e. email/phone/case update) & any additional recipients for the case and their role.
- In most cases WANdisco's first ask will be for you to provide all Relevant logs and/or Talkbacks from all nodes in the replicated ecosystem. Details on how to generate a logging talkback for each of our products can be found [in this Knowledge Base article](#).

Submitting a support case

To file a case, you may use any method below. We encourage you to set the initial priority level for the problem when submitting a case. Please note that all Priority 1 cases (and Priority 2 outside of core hours) automatically trigger an internal alerting & escalation system.

On the web

Only registered support accounts can file a case using a web browser in the Customer Center:

<https://community.wandisco.com>

Please take a look at [this Knowledge Base article](#) for instructions on how to raise a case. Upon submitting the case, you will receive a confirmation with a unique case number sent to your email address. Most case updates will also generate an email notification. You may reply to these emails but WANdisco always recommend logging in to our Community Support Portal as you will be able to see the whole history of the case. You will also be able to see your case (and any others) in the open cases management tab.

Over the phone

When you call WANdisco you will be asked to provide your Support PIN. This 8 digit number is [displayed in the Community Portal](#) after login. We ask for this so that we can be sure we are talking to the correct person and we are free to talk with you about your WANdisco ecosystem. Once your identity has been verified we will open a case on your account. At this point we will give you your unique WANdisco case identification number.

In most cases WANdisco's support engineers will need to collect diagnostic information, logs etc. To do this the Support Engineer will likely request a screen sharing session. This will also allow you to demonstrate any issues you have discovered. The Support Engineer will gather as much information as possible during the call. However if any detailed log investigation is required, they will do this offline. In order to be as efficient as possible when investigating log files WANdisco use internal parsing tools that are not available externally. Normally once the Support Engineer has helped you gather all relevant log files and has helped you generate talkbacks they will end the call and investigate offline.

Following Up

After you have raised your case and a WANdisco Support Engineer has gathered the relevant information. The Support Engineer will follow up with you on a regular basis. They will contact you by phone, email or a combination of both. There may be the need to schedule further screen share sessions and gather further logging or information as appropriate during the resolution process. Case Priority levels may be adjusted after discussion and agreement depending on the change of impact or priority within your environment.

Customer Support Case Escalation

WANdisco Support Engineers always intend to resolve your case as quickly as possible. While an issue is in progress, the support team will endeavour to keep you regularly briefed of the status of the case, and will let you know when the case has been solved. If at any point, you become dissatisfied with the handling of your case, you have the right to escalate your case. This allows us to understand your concerns and make adjustments in resources if necessary. Your escalation contacts are as follows:

- Support Team Leads.
- Senior Manager Global Support.
- Senior Director Customer Success
- SVP Field Operations

You may also escalate your case into your Customer Success Manager if you have been assigned one as part of your purchased support level.

Customer Support Case Closure

If WANdisco believes we have resolved your case we will place your case into a 'Replied' status. You can think of this as 'Pending Closure'. A case in this state will automatically close (after several automatic email prompts) after 72 working hours.

If we are unable to contact you about a case that we require further information on, WANdisco may close out a case without your consent. Cases can be reopened within 30 days of closure. However, if the issue continues to exist past 30 days, you will be prompted to open a new case and provide a reference to the previous one.

Resolution of a support case may include the following actions:

- WANdisco provides a software release or patch that provides a fix for the problem (case closed)
- WANdisco may recommend a complete and permanent business or ecosystem workaround (case closed)
- WANdisco may recommend a temporary business or system workaround (case priority level is reduced)
- WANdisco will deliver a solution design plan for the development of a permanent fix or workaround: Managed Milestones and dependencies will be set, communicated, and tracked (case priority level is reduced)
- Issue is a product enhancement, and thus is not covered under maintenance (customer notification, reference supplied, case closed)

It is beyond the scope of WANdisco's break/fix support model to provide plans for installation, configuration, and upgrades. Professional Services are available for these activities from the WANdisco Customer Success Engineering team.

Customer satisfaction surveys

At case closure WANdisco will send you a customer satisfaction survey link. This survey covers questions around the handling of the case and overall satisfaction. We welcome any comments you might have. You can also complete a satisfaction survey at any time by following this link:

<https://www.surveymonkey.co.uk/r/WANdisco>

Product LifeCycle

Support Requirements

WANdisco's Technical Support Service level targets are based on maintaining a current version of software, current version defined as within two (2) major releases, or within 12 months of minor releases. The most recently released versions of WANdisco's products, and their release dates are detailed in [this Knowledge Base article](#).

Third-party software support

WANdisco will triage all cases and determine whether the issue is caused by third-party hardware or software. If WANdisco believes that a third party is at fault we may ask you to remove the third-party software or hardware product. If it is not possible to definitively identify the cause of a problem we may ask you to open a support case with the vendor of the third party product.

Contacts

Support Portal

<https://community.wandisco.com>

Phone Numbers

USA Toll Free:

+1 877 207 1439

EMEA:

+44 (0)114 3039985 (press 2 for support)

UK Toll Free:

0800 802 1124

Other:

+1 925 380 1731